

Listening to Others and Myself

Levels of Listening

1. I Don't Hear You.
2. You Are "Rong"
3. Let Me Tell You How It Is
4. Tell Me More
5. This Is What I Hear You Saying

Active Listening

Concentrating on what the other person is saying and letting that person know you have heard them.

Active Listening

- ✓ Listen carefully to what is said and not said
- ✓ Use attending gestures, eye contact, body posturing etc.
- ✓ Convey a non-judgmental attitude
- ✓ Paraphrase to allow for correction
- ✓ Allows you to check your perceptions (emotions) about the sender's message
- ✓ Consider Rhythm and Timing

Active Listening

The Benefits of Active Listening:

- ✓ Establishes an open communication climate
- ✓ Communicates acceptance and increased interpersonal trust
- ✓ Facilitates (group) problem solving

Active Listening

Paraphrasing is used to:

- ✓ Check your understanding of what is being said and not said
- ✓ Ensure your points are understood
- ✓ Help eliminate the “I am not understood” syndrome
- ✓ Let the speaker think about what he/she is saying
- ✓ Encourages the speaker to say more

Active Listening

Paraphrasing Does Not Imply Agreement

Paraphrasing Implies Understanding

Dialogue

Really listening to another person, without reacting or even intending to respond. A stream of meaning flowing among, through and between us, creating a new understanding.

In dialogue:

- a) Nobody is trying to win
- b) It is about discovering your basic assumptions
- c) It is about reflection, inquiry and advocacy

Dialogue

REALLY LISTENING

- Suspend certainties
- Listen between the lines
- Stop talking and listen to yourself
- Listen to your listening
- Be aware of your own thoughts and feelings
- Observe nonverbal behavior
- Maintain peripheral attention
- Don't interrupt! Be still beyond your own tolerance level

Active Listening

Paraphrasing With Affect / Responding To Feelings

- ✓ Encourages a more open level of communication
- ✓ Demonstrates your understanding of how the other person feels
- ✓ Allows for venting of emotions so they have less influence on the discussion

How have emotion or feelings impacted your communication?

How aware are you of your and other's emotions?